

Are you looking to increase the efficiency of your inbound mail operations?

Leverage the value of machine learning with our intelligent digital mailroom and integrated workflow solution.



Build better customer relationships

Whilst the adoption of email for inbound communication has grown exponentially, organisations continue to receive high volumes of paper-based inbound communications.

Utilising a digitally integrated solution can help improve customer experience by creating a single point of control for paper and digital inbound communication whilst realising substantial cost savings and downstream process efficiencies.

This also can provide the foundation for further transformation towards improved customer journeys.



Manage customer documentation, including cherished items, securely

Log, store and return customer documentation by tracked mail.

Streamline inbound document processing with intelligent capture

Turn unsorted, unstructured inbound communications into structured data.



Speed up response times with our integrated workflow solution

Connect structured inbound communications with existing workflow solutions.

Treat digital and paper correspondence equally

Ingest paper correspondence at the same speed as digital messages.

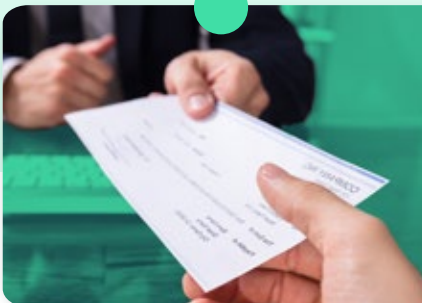
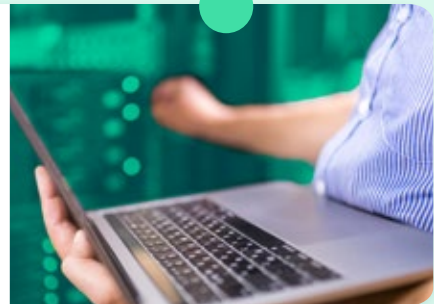


Audit process compliance with our real time data analytics

Monitor SLAs and access real time processing volumes and response data via our cloud-based portal.

Enhanced access to online archiving and file storage

Reduce long term paper archiving by capturing inbound communication at point of entry.



Process inbound cheque payments

Receive, scan and bank inbound cheques and payable orders.

Intelligent inbound document processing and digital workflows

Accelerate your response to everyday customer actions by orchestrating inbound correspondence and ensuring that critical information reaches your decision-makers fast.

Using a digitally integrated inbound document processing capability, organisations can process inbound communications quickly, and with greater control. This leads to increased efficiency, and faster, more accurate outcomes for the end customer. These solutions can be applied to any inbound communications but are especially applicable to:



Application Forms



Complaints Letters



Cheque Payments



Claim Forms



General Correspondence



Cherished Documents

Whether you are looking for marginal gains from high volume inbound scanning operations, or to improve your responsiveness to ad-hoc correspondence received via on-site mailrooms, an integrated digital mailroom could be the missing piece of the puzzle in unlocking the value from your digital transformation programme.

Our 7-Step Digital Mailroom Solution

The Adare SEC Digital Mailroom automates the capture, distribution and archiving of your inbound documents and digital communications – removing process inefficiency and providing you with the insight and agility required to deliver an enhanced customer experience.

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STEP 1

Receive inbound communications

- Structured documents such as applications and claim forms
- Unstructured communications including letters, emails and complaints
- Cherished documents such as passports, cheques and birth certificates



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STEP 2

Classify communications

- Sort, split and merge inbound communications
- Manual and automated document classification
- Integrate multi-channel inbound communications



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STEP 3

Capture communication data

- Scan, digitise and transform unstructured document images into data
- Extract key metadata from digital channels and translate to index files
- Verify unknown fields and process data once complete



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STEP 4

Send to correct workflow

- Distribute to internal departments based on pre-defined rules
- Workflow and process automation for key document types
- Return high-value items and cherished documents to sender



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STEP 5

Carry out pre-determined list of tasks

- Adhere to operating guidelines including file transfer and receipt
- Undertake any subsequent post-processing steps as defined by client
- Follow data and IT security guidelines as specified in contract terms



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STEP 6

Mark communication as complete

- Track inbound communication status via portal
- Audit processing data by date, document type and department
- Submit queries to customer service team for on demand support



STEP 7

Archive for long-term storage with SmartView



- Store searchable image and communication data within secure platform
- Manage physical paper storage and destruction rules
- Present image data to relevant third-party systems upon request



Book a Discovery Call with our CX Team

Schedule a time to talk with our friendly CX team to learn more about the options that are available to you and discover what your implementation process could look like.

[Click Here to Open the Call Calendar](#)



Adare SEC is a leading provider of technology-led, Integrated Communication Solutions, inspiring our clients with choice and insight to deliver their vital message securely, via multiple channels. As a trusted partner, we consult with our clients to give them choice and insight enabling them to maximise the effectiveness of their communications. We pride ourselves on compliance and integrity, evidenced by our suite of certifications across our three secure sites.

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